



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: October 14, 2022
RE: September 2022 Staff SOC Report

September Client Complaints and Investigations

There was one finalized complaint submitted through the SMC in September 2022.

Note: Frequently the SMC staff receive tentative complaints that the complainant never follows up on. That is, they do not provide minimally necessary details, or they do not approve our draft of a complaint that they have not themselves completed in writing. These are not included in this report. Narratives provide an overview of the types of complaints forwarded to each site. Not all sites have had a chance to respond to the complaints. Complaints may have already been investigated to the satisfaction of the site or its contracting agency; however, the Committee must allow for each complainant to review the responses and the complainant determines whether s/he is satisfied. If the complainant is not satisfied, the Committee will investigate the allegations listed in the complaint.

MSC-South

Client #1, Complaint #1:

Complaint submitted: 9/22/2022

Response received: 9/29/2022

Client-complainant alleges SOC Violations:

- **Standard 1:** Treat all clients equally, with respect and dignity...
- **Standard 31:** Training...cultural humility...

Complainant (Spanish speaking) says the door monitor treated him disrespectfully. He was required to remove everything from his backpack, go through the metal detector, and be wanded. He was asked if he had any weapons. Despite his cooperation with the unusually thorough inspection, the guard spoke to him aggressively, in an unprofessional and disrespectful tone. Then a supervisor gestured to indicate that the client was crazy.

Management did not respond to his complaint that he interpreted staff attitudes as disrespectful and discriminatory. When the client inventoried his belongings after returning to his bed, he found he was missing a flash drive with materials vital to his petition for political asylum. This makes him very anxious. His entreaties for assistance in locating the drive have been ignored.

The shelter was not able to verify that the client was treated disrespectfully. All guests must be screened upon entry. The supervisor denies gesturing as alleged. Guests' possessions do not leave their sight during screening. The shelter does not think the flash drive was lost during this process. They assert all procedures were adhered to. The client has not as of this writing asked for SMC to conduct an investigation.

September 2022 Client Complaints by Standard

Standard of Care	Number of complaints alleging violations of this Standard
Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies...	1
Standard 31: Training...cultural humility...	1

Note that each complaint can include alleged violations of more than one Standard of Care

Total Client Complaints FY 2022-2023

Site	COVID capacity	7/22	8/22	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	Total (FY22-23)
Buena Vista Horace Mann	30 mats	0	0	0										0
Compass Family	21 families	0	0	0										0
Hamilton Family	69 families	0	1	0										1
Harbor House Family	29 families	0	0	0										0
MNRC	15 guests			0										
Lark Inn	34 beds	0	0	0										0
Dolores	39 guests			0										
MSC South Shelter	168 beds	1	0	1										2
Next Door	248 beds	2	0	0										2
Providence Family	50 beds	0	0	0										0
Sanctuary (ECS)	124 beds	2	0	0										2
St. Joseph's Family	9 families	0	0	0										0
Total	Single adult: 574 beds/mats	5	1	1										7
	Family: 128 families and 80 beds/mats													

September 2022 Site Visit Infractions

The Committee completed 9 unannounced site visits in September 2022. There were infractions noted. The infractions are listed below:

Sanctuary

Site visit date: 9/19/22

Infractions submitted to site: 9/20/22

Infractions:

Standard 3: First floor sleeping area, 1st floor Women's bathroom, and 2nd floor sleeping area needed cleaning,

Standard 17: No signage posted noting expected repair date for broken sink in the 1st floor women's restroom, or a problem with hot water in the 2nd floor men's restroom. There are several stalls in the 2nd floor men's restroom that have broken locks.

MSC-South

Site visit date: 9/22/22

Infractions submitted to site: 9/23/22

Infractions:

Standard 9: Menu was not posted in Spanish.

MNRC

Site visit date: 9/22/22

Infractions submitted to site: 9/23/22

Infractions:

Standard 23: The last emergency drill was conducted in May 2022.

Stay Over (HMBV)

Site visit date: 9/22/22

Infractions submitted to site: 9/29/22

Infractions:

Standard 25: Staff were not wearing ID badges.

Next Door

Site visit date: 9/26/22

Infractions submitted to site: 10/3/22

Infractions:

Standard 3: Second floor bathrooms need cleaning, as does 3rd floor bathroom.

Providence

Site visit date: 9/30/22

Infractions submitted to site: 10/4/22

Infractions:

Standard 6: No gloves available (they are reported to be enroute).

Dolores

Site visit date: 9/30/22

Infractions submitted to site: 10/14/22

Infractions:

Standard 8: The refrigerator available for medications is not secure (and is also used for food).

Standard 11: Smoking prohibited signs are not posted in Spanish and English.

Standard 18: There is no TTY, nor is signage posted to tell clients where to go for this.

Standard 25: Staff were not wearing badges.

FY2022-2023 Unannounced Site Visit Tally

Site	7/22	8/22	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	Total
Buena Vista Horace Mann	0	0	1										1
Compass Family	0	0	0										0
Hamilton Family	1	0	0										1
Harbor House Family	0	0	1										1
Lark Inn	1	0	0										1
MSC South Shelter	0	0	1										1
Next Door	0	0	1										1
A Woman's Place*	0	0	0										0
Providence Family	0	0	1										1
MNRC*	0	0	1										1
Dolores*	0	0	1										1
Sanctuary	0	0	1										1
St. Joseph's Family	1	0	1										2
*New Site													
Total	3	0	9	0	12								

The SMC is required to complete four unannounced visits to each site on an annual basis.

FY2022-2023 Announced Site Visit Tally

Site	7/22	8/22	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	Total
Buena Vista Horace Mann													0
Compass Family													0
Hamilton Family													0
Harbor House Family													0
Lark Inn													0
MSC South													0
Next Door													0
A Woman's Place*			1										1
Providence Family													0
MNRC*													
Dolores*													
Sanctuary													0
St. Joseph's Family													0
*New site													
Total	0	0	1										1

The Committee is required to make two announced site visits to each site each year to survey clients.

Staff Update and Committee Membership

Membership

There is currently two unfilled seats on the Shelter Monitoring Committee:

Board of Supervisors:

Seat 1 – Must be homeless or formerly homeless who is living or has lived with their child under age 18.

LHCB

Seat 7 – Must be nominated by a service provider.

If you are interested in applying for a seat on the Committee, please contact Angie David at 415-255-3642 or email angella.david@sfdph.org for more information.

FY2022-2023 Upcoming Meeting Calendar

- November 16, 2022
- January 18, 2023
- February 16, 2023